

# San Diego Area Public Safety Dispatcher Testing Consortium



## Public Safety Dispatcher Exam Information

### *Public Safety Dispatcher Testing*

The San Diego Area Public Safety Dispatcher Testing Consortium was founded in 1998 with a handful of local cities participating. In the past few years, this Consortium has grown to cover the testing needs of nine public agencies and local municipalities in the San Diego County area which include: The Cities of Carlsbad, Coronado, El Cajon, National City and Oceanside, as well as, the San Diego Unified Port District, Heartland Fire District (HCFA), and San Diego State University Campus Police. The Commission on Peace Officer Standards and Training (P.O.S.T.) is a State of California, Department of Justice, Training Agency dedicated to establishing and maintaining law enforcement standards for training Police Officers. This agency also establishes and maintains testing standards for 911 operators / police dispatchers. The content of the Public Safety Dispatcher exam was developed by this agency.

The San Diego Area Public Safety Dispatcher Testing Consortium conducts exams during the months of September, January and May of each year. Successful completion of the exam is a requirement for the application process in some of these Cities and Government/Public agencies. Persons who achieve a score of 48 points or higher are issued a certificate that can be used in conjunction with an application to apply at these consortium agencies. Keep in mind that each agency is different and may have additional filing requirements. You will need to contact the agency that you are interested in to inquire about their application procedures.

### *Test Sites*

To accommodate interested applicants throughout the region, the following sites and dates have been established. Certificates are valid for two years.

Registration Deadline	Test Dates	Test Locations
April 20, 2010 5:00 p.m.	May 20, 2010	El Corazon Senior Center 3302 Senior Center Dr. Oceanside, CA 92054
August 27, 2010 5:00 p.m.	Sept 27, 2010	Martin Luther King Jr. Community Ctr 140 East 12 <sup>th</sup> St National City, CA 91950

The test is a series of exams that test for following directions, (both verbally and in writing) and correctly recording information under time pressure. For information on test content or test description, visit the following website:

[http://www.post.ca.gov/selection/dispatcher\\_examinee.pdf](http://www.post.ca.gov/selection/dispatcher_examinee.pdf). **If you are interested in preparing for this position, we suggest you contact your local ROP Office or Community College.** As a general rule, these positions require typing skills and may require some type of related job experience and minimal education standards. Each individual agency will publish their specific job requirements on their job announcement and/or class specification. Essential duties for the Public Safety Dispatcher include the ability to: use a computer keyboard, work at a desk or console for prolonged periods of times; give and receive oral communication over a telephone, radio or in person using telephones, microphone and/or headsets; read a computer screen; read and work in a low lighting environment; be assigned to a variety of shifts around the clock and throughout the entire

week; work with the public and police/fire employees in routine, as well as, emergency situations; handle multiple issues simultaneously; interpret rules and procedures in normal, as well as, stressful situations. *Note: Each Agency/City also conducts thorough background investigations. This may take several weeks/months to complete.*

### ***How to Obtain a Public Safety Dispatcher Test***

You may contact any of the participating agencies. **NOTE: ONLY THE CITY OF CARLSBAD WILL ACCEPT THE TEST REGISTRATION FORM.** You can either mail it, Fax it or turn it in at the Human Resources Department located at 1635 Faraday Ave., Carlsbad, CA 92008. (760) 602-2440, FAX # 760-602-8554.

If you require reasonable testing accommodations under the American with Disabilities Act, please contact the City of Carlsbad Human Resources Department at least ten (10) business days prior to the scheduled test date. All agencies participating in this test are Equal Employment Opportunity Employers.



For additional information regarding the Public Safety Dispatcher test, you may contact any of the Human Resources Departments listed, but remember all registration forms must be submitted to the City of Carlsbad by the designated deadline. Remember, a registration form for the test will not substitute for a job application. Each agency will conduct their own recruitment for their job openings.

Revised 05/28/09

### ***Participating Agencies***

City of Carlsbad  
Human Resources Dept  
1635 Faraday Avenue  
Carlsbad CA 92008  
(760) 602-2440  
[www.carlsbadca.gov/hr](http://www.carlsbadca.gov/hr)

City of Coronado  
Administrative Services  
1825 Strand Way  
Coronado CA 92118  
(619) 522-7807  
[www.coronado.ca.us](http://www.coronado.ca.us)

City of El Cajon  
Human Resources Dept  
200 East Main Street  
El Cajon CA 92020  
(619) 441-1736  
[www.ci.el-cajon.ca.us/jobs](http://www.ci.el-cajon.ca.us/jobs)

City of National City  
Human Resources Dept  
1243 National City  
Blvd.  
National City CA  
91950  
(619) 336-4300  
[www.ci.national-city.ca.us](http://www.ci.national-city.ca.us)

City of Oceanside  
Personnel Department  
300 North Coast Highway  
Oceanside CA 92054  
(760) 435-3500  
[www.ci.oceanside.ca.us](http://www.ci.oceanside.ca.us)

Heartland Fire District (HCFA)  
100 E. Lexington Avenue  
El Cajon CA 92020  
(619) 441-5564

San Diego State University  
Campus Police  
Communications  
Shawndalyn Catlett  
5500 Campanile Drive  
San Diego CA 92182  
(619) 594-8689  
[www.sdsu.edu](http://www.sdsu.edu)



### ***Are YOU a Candidate?***

To assess whether YOU might be a good Public Safety Dispatcher, ask yourself the following questions:

- Do I like exciting work that is never the same?
- Can I type 30 to 40 words a minute? (Requirement varies by agency)
- Can I keep track of several things at the same time without getting flustered?
- Can I read and listen to information and remember facts and draw logical conclusions?
- Can I quickly and accurately compare details?

**If you answered YES to each of these questions, you may be a good candidate for a position as a Public Safety Dispatcher.**

PLEASE NOTE: Candidates selected by a various agencies to fill vacancies must undergo a very detailed background check or investigation. Agencies are seeking persons with high quality personal characteristics with a strong sense of honesty, strong work ethic and a solid commitment to service and teamwork.

**For information on test content or test description, visit:**

[http://www.post.ca.gov/selection\\_dispatcher\\_examinee.pdf](http://www.post.ca.gov/selection_dispatcher_examinee.pdf)